THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No, Sir. The old and life expired exchanges are being replaced in a phased manner.

(b) and (c). Does not arise in view of (a) above.

Complaints, on excess billing by MTNL Delhi

1914. SHRI BHAGABAN MAJHI : Will the Minister of COMMUNICATIONS be pleased to state :

(a) the number of complaints of excess billing of telephone received by MTNL, Delhi during the last year and till June 1994;

(b) the various reasons found for excess billing;

(c) how many of these complaints have been attended and settled so far; and

(d) the details of the measures proposed to be adopted to put an end to th: excessibe billing?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The number of excess billing complaints received during 1993-94 and 1994-95 (upto June, 1994) is as under:—

Year	No. of complaints
1993-94 . . .	11581
1994-95 . . . (upto June, 94)	3124

(b) Reasons for excess billing noticed during the course of examination of such complaints are as under:—

1. Misuse of telephone with or without the knowledge of the subscriber;
2. Clerical error.
3 In rare cases technical fault may also lead to excess billing.

(c) Almost all the complaints received have been attended. 10386 complaints have since been settled and action on others is in hand.

(d) Besides issue of bills on computer, following steps have been taken to reduce the incidence of excess billing complaints;

Subscribers having STD/ISD facilities are brought on electronic exchanges to the extent possible, which provides dynamic STD/ISD locking facility.

Indoor equipment and outdoor plants are regularly checked to ensure that there is no technical fault.

All DPs, Pillars are put under lock, to avoid misuse by any unscrupulous persons. Entry to the exchanges has been restricted.

Vigilance unit also conducts surprise checks with regard to possible misuse or diversion of line.

Criteria for opening of New Port Offices

1915. SHRI BHAGABAN MAJHI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the criteria for opening of new post offices;

(b) whether Government have opened new post offices in Orissa during the Eighth Five Year Plan; and

(c) if so, the number of new *post* offices opened, branch post offices upgraded and postal division created in the State during the aforesaid Plan period?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Criteria for opening new post offices is annexed as Statement *(See* below).

(b) Yes Sir.